

# Mónica Sainer

Data Analyst • Data Scientist • Business Analyst

My journey encompasses a range of experiences, from competitive sports and academic pursuits to my professional career in the fintech industry. I'm particularly skilled in [data-driven decision-making](#) and [process optimization](#). I'm well-versed in a variety of new technologies, including [OpenAI](#), [SQL](#), [Python](#), and more, which I've proficiently applied in numerous projects throughout my career.

✉ monicasainerboto@gmail.com  
in LinkedIn profile [here](#)  
GitHub profile [here](#)  
📍 Stockholm, Sweden

Portfolio and Digital  
CV [here](#)



## EXPERIENCE

### Klarna, Business Analyst

2023 - Present

- Responsibilities:
  - Spreadsheet automation initiatives, resulting in a 30% reduction in back-office task time, showcasing a strong data-driven approach and process optimization skills.
  - Manage weekly reports, ensuring [metric consistency](#) by referencing trusted sources.
  - Align data insights with [strategic business decisions](#), extracting actionable insights for continuous departmental improvement.
- Technologies / Tools: Python, SQL, OpenAI, DataGrip, QlikSense, Jira, Looker Studio.

### Klarna, CRM consultant

2022 - 2023

- Responsibilities:
  - Oversight of a cloud-based helpdesk system supporting [3,000](#) customer service agents.
  - Harmonizing [metadata](#) across systems to optimize data query capabilities.
  - Conducting project impact analysis on critical [business metrics](#).
- Technologies / Tools: JavaScript, Freshdesk, Jira, Confluence, Bitbucket, QlikSense.

### Klarna, Process Quality Analyst

2021 - 2022

- Responsibilities:
  - Analyzing the performance of 20 agents based on [quantitative and qualitative data](#).
  - Ensuring [KPIs](#) were strategically achieved.
  - [Reporting](#) results and discovering potential improvements to implement.
- Technologies / Tools: QlikSense, Google Spreadsheets.

### BBVA, Customer Service Assistance Private Banking (Internship)

2018

### Crédito y Caución, Credit Risk Analyst (Internship)

## EDUCATION

### Le Wagon

Data Science Bootcamp (2022). [info](#)

### Stockholm University

Master Programme in Banking and Finance (2020 - Present). [info](#)

### Carlos III de Madrid University

Bachelor's degree in Economics (2014 - 2018). [info](#)

## SKILLS

- Python
- Pandas
- NumPy
- LangChain
- Data Visualization
- Data Cleaning
- Command Line
- SQL
- APIs
- Probability/Statistics
- Data Manipulation
- Googling

## ACHIEVEMENTS

- First place at VII Regional Olympics of Economics, and participant of the National Championship in Economics (2014).
- Sport Merits as a handball player.

## EXTRA COURSES

- Business Valuation and Financial Analysis (40 hours)-2020
- MATLAB for Financial Applications (34 hours)-2017.

## LANGUAGES

- Spanish (Native)
- English (Proficiency)
- Swedish (Beginner)

Further Information:

